

August 4, 2015

Mr. John Naimo
Auditor-Controller
500 West Temple Street, Room 525
Los Angeles, California 90012

Dear Mr. Naimo:

DEPARTMENT VISIT: AUDITOR-CONTROLLER

Members of the Quality and Productivity Commission thank you for an enlightening meeting on the operations of the Auditor-Controller during our Department Visit on August 3, 2015. Commissioners were pleased with the demonstration of the newest efficiency initiative, the Contract Monitoring Database of Reviews (CMDR).

The web-based database, utilized by your Department, Children and Family Services and Probation, consists of monitoring information on Group Homes and Foster Family Agencies. CMDR's user-friendly program allows Departments with update capabilities to easily access the system, providing staff with "real time" information such as when a vendor resolves questionable cost issues from prior reviews.

Commissioners look forward to seeing the Public Service Counter re-established on the first floor of the Hahn Hall of Administration. A partnership with the Treasurer-Tax Collector and Assessor, the Counter is an effective, one-stop service center for homeowners, who are addressing property tax matters.

Another major productivity enhancement, which caught the attention of the Commissioners, was the Electronic In-Box. County managers across 32 Departments have access to information and resources to better manage day-to-day operations, using tools such as Manager Self-Service and the Executive Financial Dashboards

The Commission also was impressed with your quality and productivity improvements in the following areas:

- Development of a Charitable Giving portal, where employees instead of management update and change payroll deduction options



County of Los Angeles Quality and Productivity Commission

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- Adding more functionality to MARS (Mileage Authorization and Reimbursement System) so that Departments may leverage data in the system to improve operations
- Refreshing the \$200 million Enterprise Financial System, launched 10 years ago, with a human resource module and other measures to maintain the security of the state-of-the-art system

We look forward to working with your Department on:

- Identifying funding for information technology audits of all County Departments
- Transforming the Check Claims System into a web-based process with the capability of re-issuing checks
- Promoting the Direct Deposit option to small business vendors as a secure process for payment information

Thank you for an informative meeting. We will continue to work closely you're your Productivity Managers, Christopher Nguyen and Dulce Maycumber. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON
Chair

RCG:VPL:LP

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Commissioner Evelyn Gutierrez
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